

IGEL ADVANTAGE GROUP



Incident Pack Program

Big issue? Small issue? One incident.

Options	Typical Program
5 Incidents	Annual need for small business
10 Incidents	Semi-Annual need for medium businesses
15 Incidents	Semi-Annual need for medium / large businesses and small enterprises
20+ Incidents	Semi-Annual need for large businesses, healthcare, academic institutions, government, etc.

Incident Pack Features:

- ✓ **Peace-of-Mind:** Having incident packs assures you a turnkey support solution
- ✓ **Support Methods:** Remote Access, Phone Available, and In-Person Support (observing social distancing as required)
- ✓ **Response Time:** 1 Business Day response time (compared to 3 Business Day response times from IGEL for basic service)
- ✓ **IGEL Suite & Beyond:** Able to fully address IGEL suite of products, as well as integrated software
- ✓ **Re-Assignable:** Unused Incident Packs can be reassigned to consulting, training, and environment design by IAG consultants

Featured Product Support:

- Thin Client Hardware
- IGEL OS Creator (OSC)
- Universal Desktop Converter (UDC)
- Universal Management Suite (UMC)
- IGEL OS11
- Microsoft WVD
- Citrix & VMware
- NoMachine
- Lakeside Software



Big issues and small issues...all at the same “price per incident.” **Unused incidents are convertible to consulting hours with IAG.**

Pricing & Delivery

The CPC IGEL Advantage Group Incident Pack Program is high-value to the end-user, and can flex for different budgets. The **IAG Budget-Keeper Commitment** will work to ensure the best budget fit possible for your organization, big or small.

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